

Vendor Master Chaos: Are Material Procure-to-Pay Risks Lurking?

March 16, 2005

170 SYSTEMS





#### Introductions



Jon Casher Chairman RECAP Inc.



#### Webcast Outline

- Discussion Topics
  - 170 Systems introduction
  - Vendor Master File Risks & Best Practices
  - Leveraging Technology
- Q & A
  - Submit questions via "chat" tab
  - Question and Answer follow-up via e-mail
- Polling Questions and Results
- Survey



### About 170 Systems®

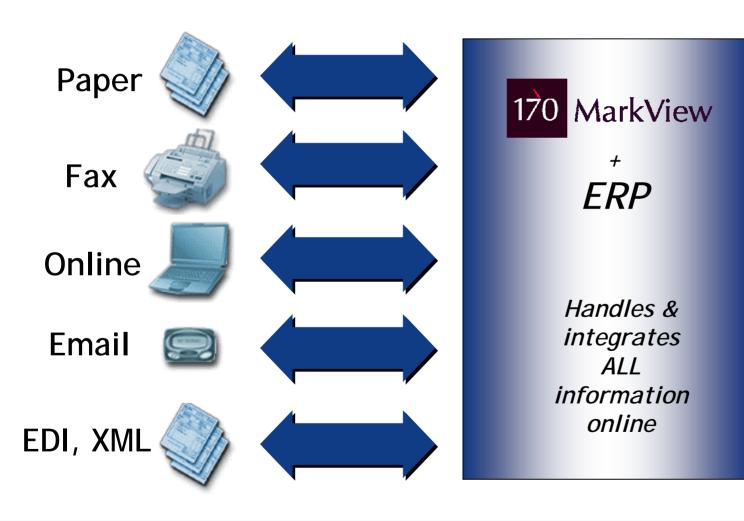
- 170 Systems is the leading provider of software products and services that capture and manage <u>all</u> of the information associated with core financial functions.
  - <u>Compelling ROI</u> by eliminating costs and time associated with manual, paper-based processes
  - Strong Internal Controls that reduce fraud and errors by automatically enforcing corporate policies and procedures with full reporting and audit capabilities
  - World-Class Best Practices via automated workflows seamlessly integrated with your existing ERP investment

Comply and Have Your ROI too!



# 170 MarkView® Business Process Automation & Imaging





A/P RECAP



#### 170 MarkView Proven & Scalable

- 200-4000 users per installation
- Transaction volumes
  - All financial transactions for Fortune 100 size companies
  - Millions per year per customer
  - Tens of thousands per day
- Document Volumes
  - Many customers with many millions of documents online
- Data Volumes
  - Many customers with terabytes of data online



# 170 MarkView Proven & Scalable (Cont.)



- System architecture designed for scalability above these already customer-proven levels
- Run by Global 2000 businesses in over 40 countries worldwide



### 170 Systems' Partial Customer List

- Academy Schools
- ADVO
- AmeriCredit
- Dell EMEA
- Eaton
- Electronic Arts
- Atmos Energy
- AT&T USA
- AT&T International
- BellSouth
- Boral Bricks
- Brocade
- Burson-Marsteller
- Canon
- Carlson Companies
- Cendian
- CIGNA

- Citigroup
- Clopay Corporation
- Consumers Union
- Dun & Bradstreet
- Embry-Riddle Aeronautical University
- Equant
- Essilor
- E-Trade
- First American Real Estate
- Gaylord Entertainment
- GE Real Estate
- GE Corporate
- GE Energy
- GIA
- Granite Services
- GreenPoint Financial
- Harvard University

- Inter-Tel
- JP Morgan Chase
- Juniper Networks
- Intracorp
- Igloo
- Kerr-McGee
- Lansing Community College
- The Macerich Company
- Magellan Midstream Partners
- Maritz
- MasterCard
- Marsh
- Mattel
- Meredith Corporation





### 170 Systems' Partial Customer List

- Millipore
- Mirant
- NCS Pearson
- NCR
- New Line Cinema
- NYC Housing Development Corporation
- Nordstrom
- Overture/Yahoo
- Princess P&O Cruise Lines
- RCN
- Reader's Digest
- Reuters
- Ryerson University
- San Diego State University
- Schreiber Foods
- Scottish Legal Aid Board
- Seagate
- Select Medical Corporation

- Smith International
- The JM Smucker Company
- Sony Corporation
- Suffolk Construction
- Toronto Dominion Bank
- Toyota Europe
- TUI
- Unisys-Liberata
- US Government Dept. of Transportation
- US Government --FAA
- US Government
- US Government -- Coast Guard
- Vectren
- Verizon Wireless
- Williams
- Xansa (BT, O2, My Travel)
- Warner Music



# 170 MarkView Applications

#### 170 Financial Suite

- Purchase-to-Pay
  - Accounts Payable
  - Purchasing
  - Expense Management
  - Contract Management

- Accounts Receivable
- General Ledger
- Fixed Assets
- Compliance and Internal Controls

# Additional ERP-Centric Solutions

Property Management HR Project Management More





#### **RECAP Services**

- Payment Recovery
- Escheatment Reduction
- Vendor Management
- Vendor Leverage
- A/P and Purchasing Consulting
- Mergers & Acquisitions
- Consolidations & Conversions
- Information Services





#### Overview

- Your Vendor File A Strategic Resource
- Key Goals Vendor Management
- A Vendor Management Program
- Best Practices



# Your Vendor Master File A Strategic Resource



- Vendor file is a key corporate resource
- Ownership belongs in Accounts Payable
  - Many disbursements are made by A/P to payees that typically do not have involvement with purchasing
    - tax payments, garnishments, employee reimbursements, donations are some examples

# Vendor File Issues Why Vendor Files Grow



- Name entered differently by your staff
- Vendor changes its name
- Street Address and/or Lock Box changes
- Mergers
  - by your organization and by your vendors
- Acquisitions
  - by your organization and by your vendors
- Divestitures
  - by your vendors



# Vendor File Issues Other Vendor File Problems



- Purchasing and A/P use Different Files
- Inconsistent Names
- Inconsistent or Incomplete Addresses
- Zip Code Changes
- Inconsistent Phone Number Formats
- Area Code Changes
- Missing or Invalid Tax Ids.
- Missing or Incorrect 1099 Categories
- Names Inconsistent with Tax Ids.
- Missing or Inconsistent Terms



# Vendor File Issues Some Aspects of The Problem



- 20% 80% of vendors in current vendor master files have had no activity within the last 12 months
- 35% 65% of "active" vendors are one-time vendors
- 50% of vendors are 1% of dollar volume and 5% of transaction volume
- 3%-7% of vendors change their name annually



# Vendor Management Key Goals



- Catch / reduce fraud
- Know your vendors
- Comply with laws and regulations
- Know where you spend money
- Reduce duplicate payments
- Save money

#### Catch / Reduce Fraud





#### **Vendor Fraud**

- Main types of Vendor Fraud
  - Invoices with inflated prices (toner)
  - Requests that look like Invoices
  - Yellow pages and Internet directory "ads"
  - Invoices for goods or services not provided
  - (help wanted "ads")
  - Checks that sign you up for a service if you deposit them (may appear to be refunds, rebates or credits for a small amount)



#### **Know Your Vendors**

# Know Your Vendors Who was or is being acquired?



- Bank One
- FleetBoston Financial
- GreenPoint Financial
- Provident Financial
- Regions Financial
- Wachovia
- SouthTrust

- Bank of America
- First Union
- JP Morgan Chase
- National City
- North Fork Bancorp
- Union Planters
- Wachovia

# Know Your Vendors How are these related?



- Accountemps
- OfficeTeam
- Protiviti
- RHI
- Robert Half International
- The Affiliates
- The Creative Group

# Know Your Vendors How are these related?



- Marriott
- JW Hotels
- Renaissance
- Courtyard
- Residence Inn
- Fairfield Inn

- TownePlace Suites
- SpringHill Suites
- Ritz-Carlton
- ExecuStay
- Executive Apartments

# Comply with Laws and Regulations



# Comply with Laws and Regulations Some Laws and Regs



- Independent Contractor and 1099s
- Non-Resident Alien and 1042-S
- Graham Leach Bliley Privacy Act
- Health Insurance Portability and Accountability Act (HIPAA)
- Office of Foreign Assets Control (OFAC)
- Foreign Terrorist Organizations (FTO)
- Patriot Act
- Sarbanes Oxley



# Where you spend your money





### Where you spend your money

- Who has the information
  - Purchasing thinks they know
  - A/P has most of the data
- Ways you may want to analyze spend
  - By Vendor
  - By Commodity
  - By Dollar Amount
  - By Transaction Volume



# Where you spend your money By Vendor



- Top 100 vendors by dollars
  - 50% of dollars
  - 10% of transaction volume
- Top 10 vendors by transaction volume
  - 50% of transaction volume
  - 10% of dollars
- Potential problems with such analysis
  - Who you pay may not be who you buy from
    - Leases, P-Card transactions



# Where you spend your money By Commodity



- What you buy depends on your industry
- Some big expenditures for most
  - Information Technology (Hardware, Software, Consulting)
  - Telecommunications
  - Rent
  - Insurance
  - Taxes (income, property, sales, use, VAT)
- Potential problems with such analysis
  - SIC or NAICS Code is not useful
  - G/L Code may be helpful

# Where you spend your money By Dollar Amount



- Transaction Amount
  - 1/3 1/2 of all transactions under \$100
  - 1/3 of all transactions between \$100 and \$500
- 50% of vendors
  - 1% of dollars
  - 5% of transaction volume
- 1% of vendors
  - paid less than \$10



### Where you spend your money By Transaction Volume



- Highest transactions volumes
  - Airbills
  - Freight
  - Telecommunications
  - Temporary Help
  - Office Supplies
- Lowest transaction volumes
  - 20% 80% have no activity in last year
  - 50% of active have 1 transaction

# Reduce Duplicate Payments



### Reduce Duplicate Payments How Vendor File Impacts Dups



- Every major software package checks for duplicates based on Vendor Id and Invoice #
- Duplicate check fails if
  - Identical vendor under multiple vendor ids
    - Variation on vendor name
    - System does not support multiple addresses
  - Vendor at different remit address is selected
  - Vendor under previous or new name is selected
  - Related vendor is selected



# **Save Money**



### Save Money

- Purchase Smarter
  - Negotiate better pricing
- Process Smarter
  - Reduce manual effort
- Pay Smarter
  - Improve terms and cash flow



### A Vendor Management Program





### A Vendor Management Program

- Assess
- Purge/Block/Flag
- Cleanup
- Enhance
- Analyze
- Improve



## A Vendor Management Program Assess



- Obtain a copy of your Vendor Master file(s) and Transaction Activity (PO and Invoice) data
- Analyze all fields for patterns, issues, inconsistencies
- Review your Vendor Setup and Maintenance Processes and Controls
- Document Preliminary Recommendations

# A Vendor Management Program Purge / Block / Flag



- Purge or Block Inactive Vendors
  - Vendors with no activity within last X months
  - Vendors with Do Not Use or equivalent in Name or Address fields
  - Vendors that you "know" are no longer needed
- Purge or Block Low Active Vendors
  - Vendors used once or very infrequently



# A Vendor Management Program Purge / Block / Flag (Cont'd)



- Identify and Review for Vendors that are
  - Your Own Company, Subsidiaries, Affiliates
  - Employees
  - Officers and Directors
  - External Audit Firm(s)
  - Sensitive Vendors
  - On the OFAC SDN List



# A Vendor Management Program Cleanup



- Flag Redundant (Duplicate) Vendors
  - equivalent name and address
- Link Related Vendors
  - Same Vendor
  - Same Franchise
- Augment with Zip+4
- Standardize Names
- Normalize Addresses
  - US use USPS rules
  - Non-US use UPU rules for country



# A Vendor Management Program Cleanup (Cont'd)



- Standardize Phone #s and Tax Ids
- Standardize Terms and Other Fields
- Other Vendors You May Want to Look At
  - Federal Government Departments and Agencies
  - States
  - Local Governments
  - Postal Service
  - Garnishments
  - Petty Cash
  - Foreign



# A Vendor Management Program Cleanup (Cont'd)



#### Name Problems and Issues

- Vendor Names beginning with DR, MR, MS, etc.
- Vendor Names beginning with THE
- Names with Apostrophes, Hyphens or other Special Characters
- Names beginning with DEPT
- Names Too Long, Abbreviations
- ATTN, D/B/A, C/O, A/K/A, T/A, K/A, F/K/A, FORMERLY, F/B/O, O/B/O, etc.

# A Vendor Management Program Cleanup (Cont'd)



- Address Problems and Issues
  - Abbreviations, Numbers as Words
  - Dual Addresses
  - PO BOX Addresses
  - "Bad" Addresses (many types of problems)
- Phone and Tax Id Problems and Issues
  - Too Short, Too Long
  - Same Name, Different Tax Id or Phone
- Some Other Fields
  - 1099Type
  - Payment Terms and Default Discounts
  - Default G/L Code



#### A Vendor Management Program Enhance



- IRS TIN Name Consistency
  - Verify Name and TIN against IRS data
- OFAC and FTO Checks
  - Check vendors against OFAC and FTO lists
- Augment from 3rd Party Databases
  - Add D&B Numbers
  - Add SIC or NAICS codes
  - Add Credit Information

#### A Vendor Management Program Enhance (Cont'd)



- Augment via Contact with Vendor
  - Obtain Substitute W-9
  - Obtain MOB, WOB, etc.
  - Obtain Information to Categorize Vendor
  - Obtain Contact, E-mail, Web site
  - Determine if Vendor takes P-Cards
  - Sign up Vendor for Payment via ACH or FEDI

### A Vendor Management Program Analyze



- By Volume and Dollars
  - High vs. Low Transaction Volume
  - High vs. Low Dollar Volume
- By G/L and/or Commodity
- By Organization and Location



# A Vendor Management Program Analyze



#### **Vendor Stratification**

	Low \$Total	High \$Total
Low # Txns	Eliminate PCards	Better Prices
		Better Terms
High # Txns	Electronic Input	Better Prices Electronic Input Better Terms

### A Vendor Management Program Improve



- Incorporate Name and Address Rules into your vendor setup process
- Require Substitute W-9s
- Verify Vendors
  - Use free web sites
- Enhance Vendor Communications
  - Provide vendors with a "how to do business with us"
- Purchase, Process & Pay Smarter



#### **Best Practices**





#### **Best Practices**

- Verify vendors and dual review before adding
- Always send out a substitute W9 and welcome packet
- Require vendors to sign a business practices statement
- Purge and cleanup every year
- Use standard rules for names and addresses
- Always capture phone number, etc.
- Apply appropriate strategy



### One last thing

Managing your vendor file is a process not a project





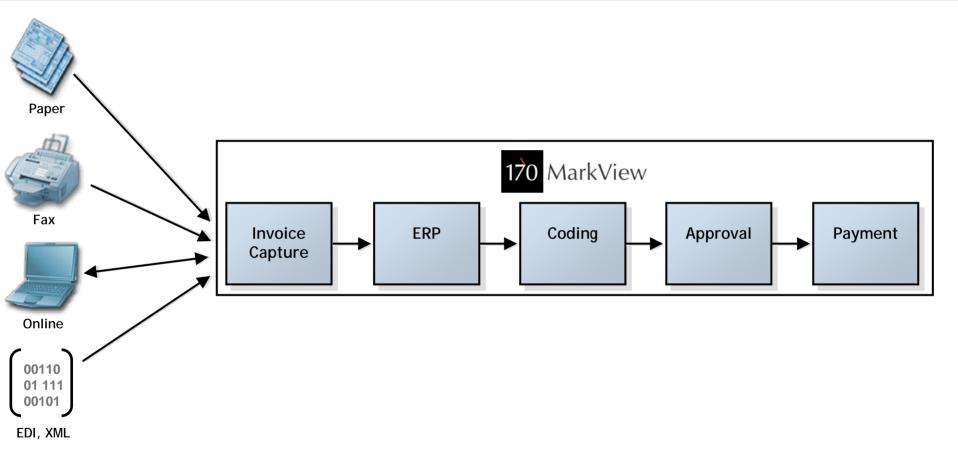
#### Agenda

- Best Practice Workflows
- Strong Internal Controls
  - Segregation of Duties
    - Vendor Maintenance segregated from invoice processing
    - Vendor Maintenance sub-process steps segregated as well
  - Automatic Enforcement of Corporate Policies and Procedures
    - Address checks
    - Requirement of W9's
- Complete online vendor documentation



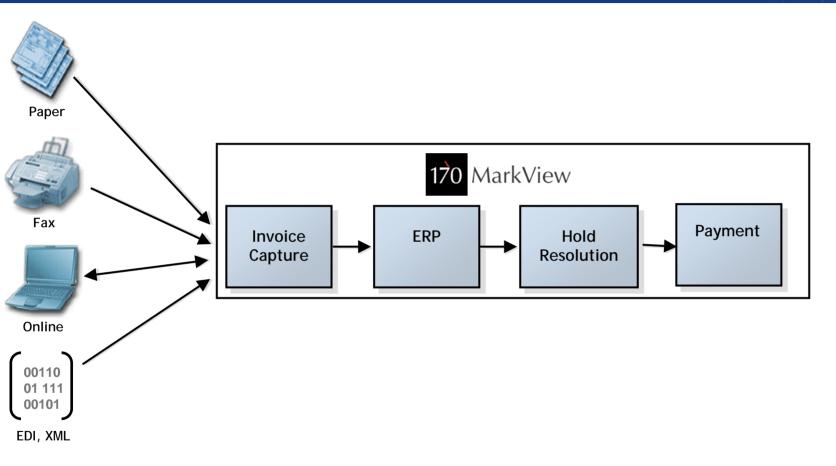
### 170 MarkView for Accounts Payable: Best Practice Non-PO Process





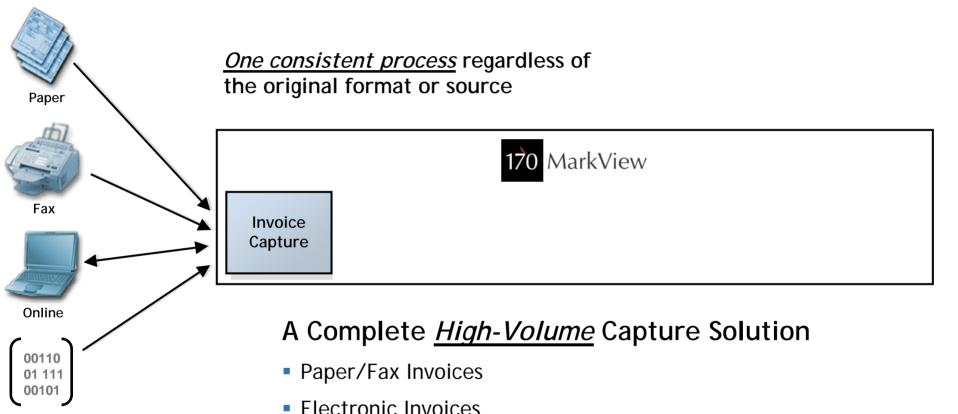
### 170 MarkView for Accounts Payable: Best Practice PO Process





## 170 MarkView for Accounts Payable: A Complete *High-Volume* Capture Solution



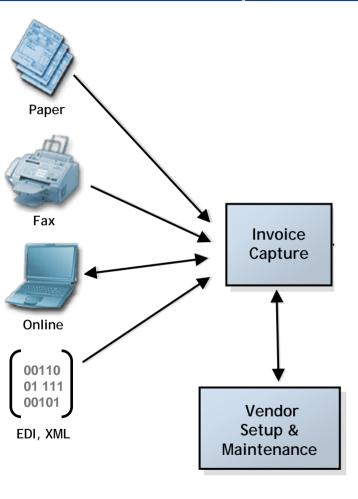


"Invoice-less" Check Requests

EDI, XML

## 170 MarkView for Accounts Payable: Vendor Setup & Maintenance

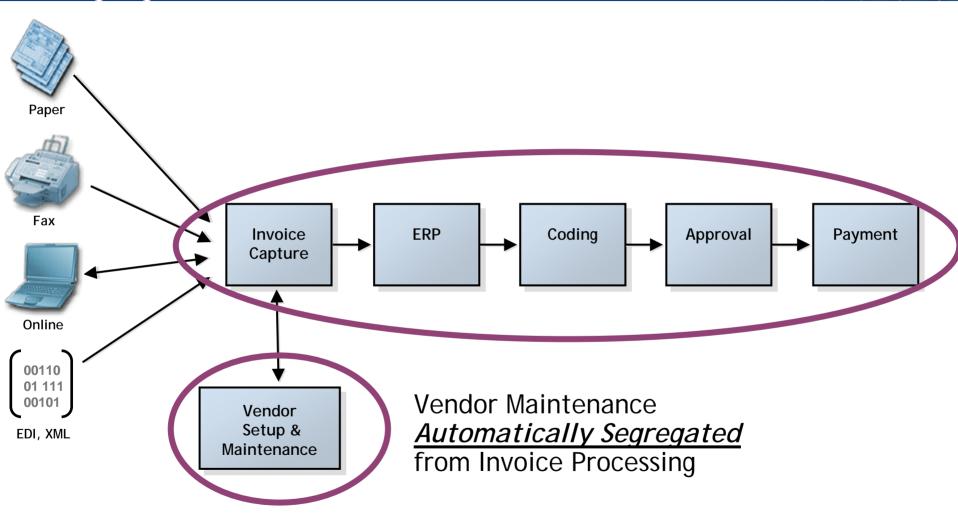






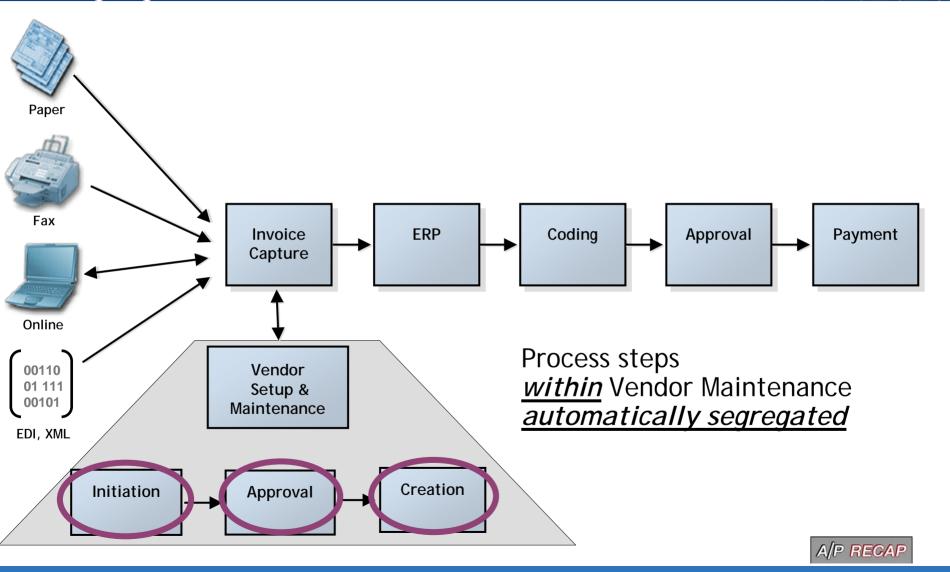
## 170 MarkView for Accounts Payable: Segregation of Duties





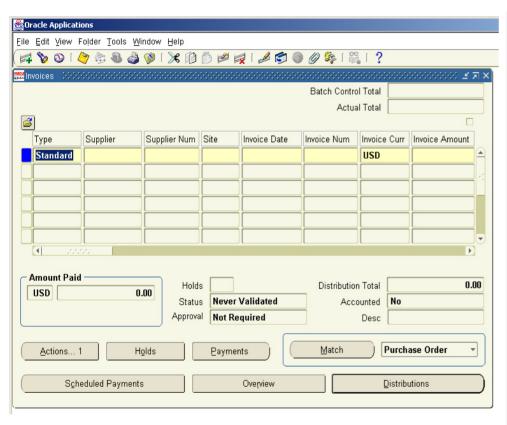
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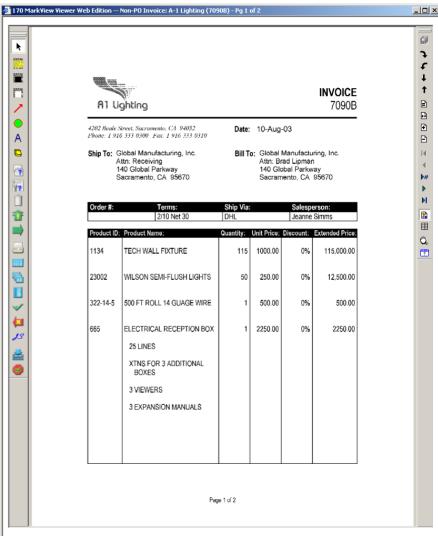




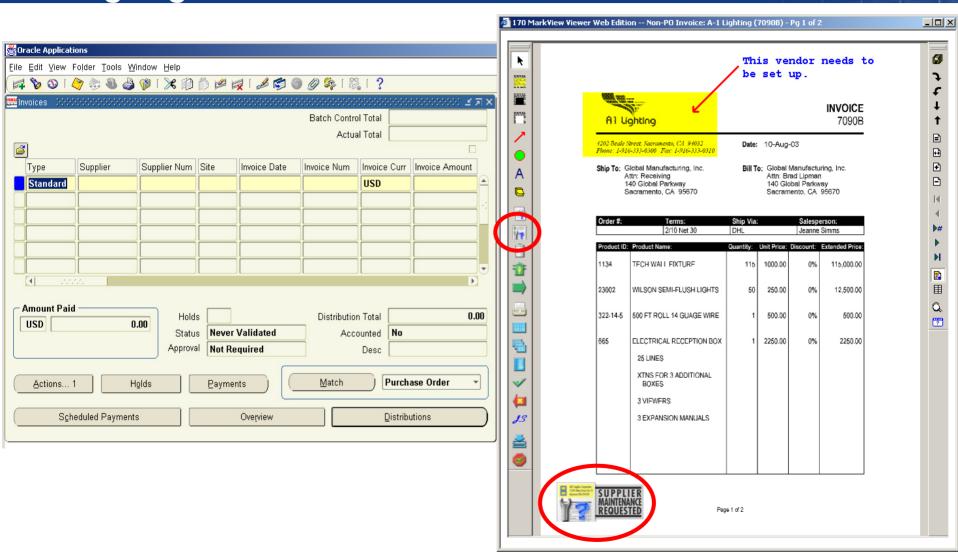


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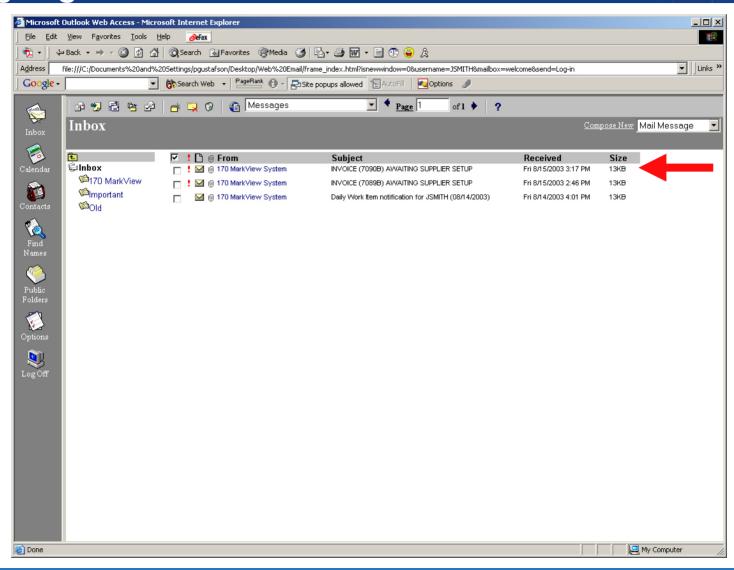




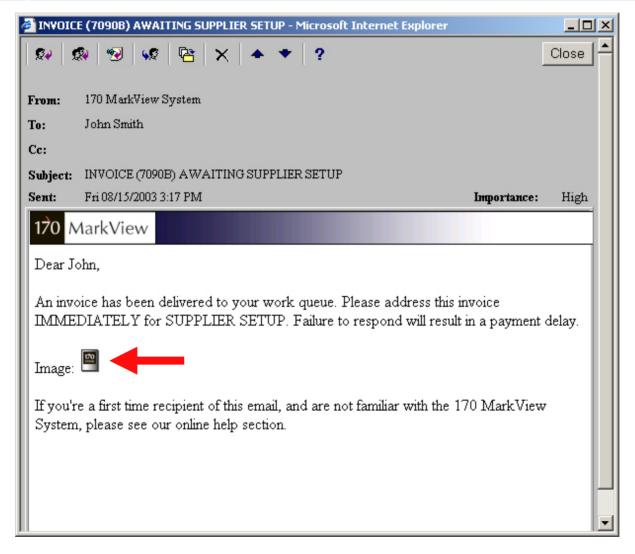




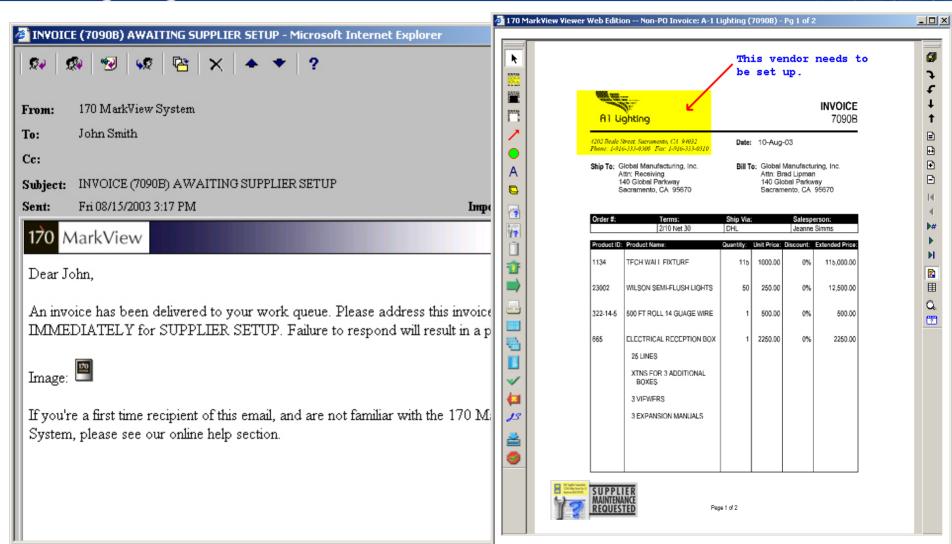




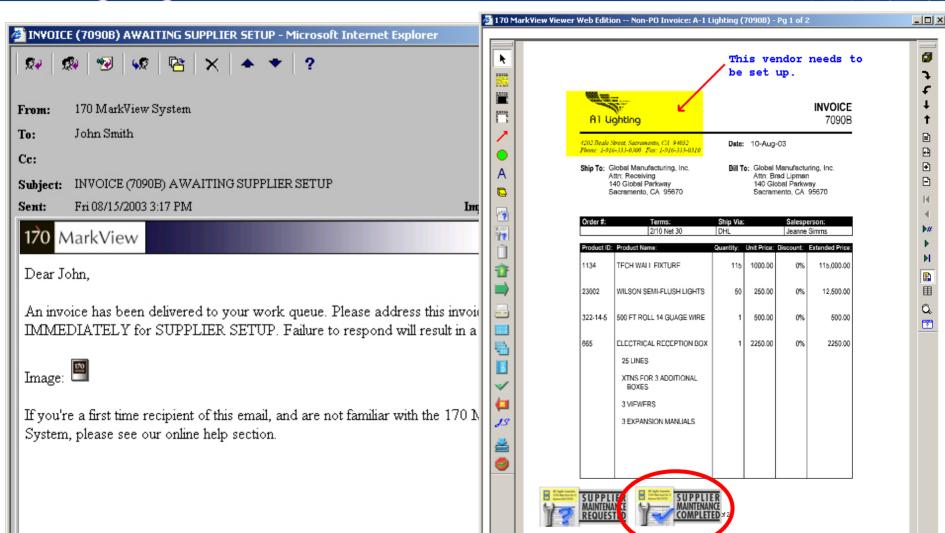




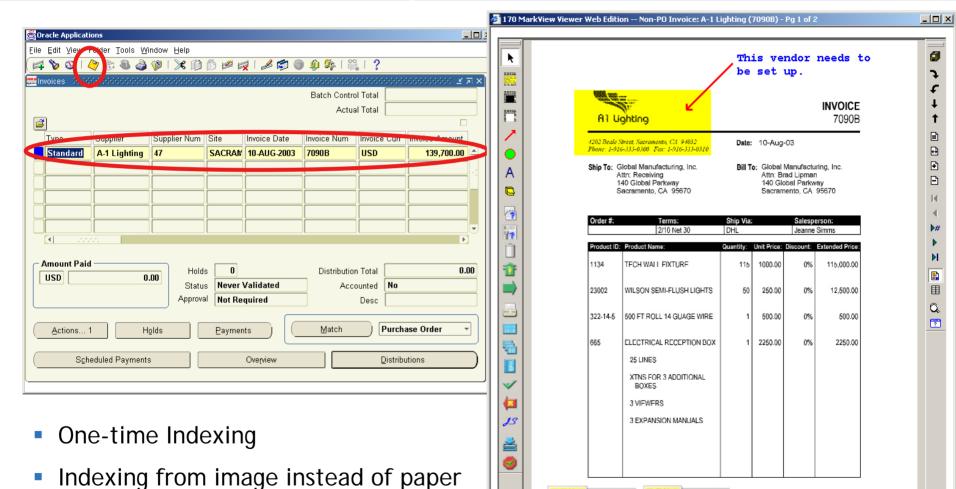








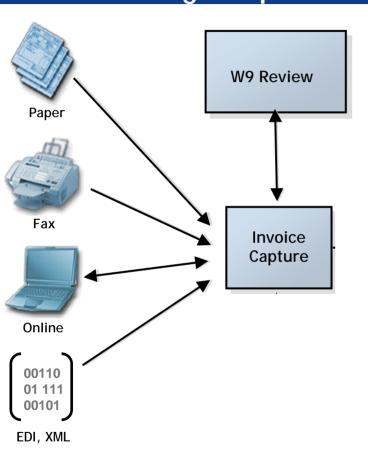
# ERP Invoice Entry: One-time Indexing



Permanent association on save

## 170 MarkView for Accounts Payable: Enforcing Corporate Policies and Procedures



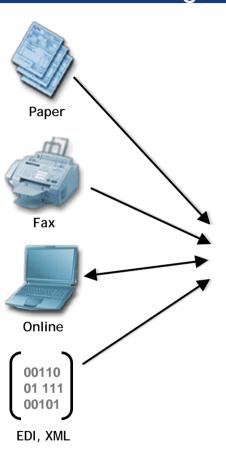


#### Example:

- Workflows can enforce requirement of W9's
- If no W9 attached to vendor record, invoice routed for review

## 170 MarkView for Accounts Payable: Enforcing Corporate Policies and Procedures







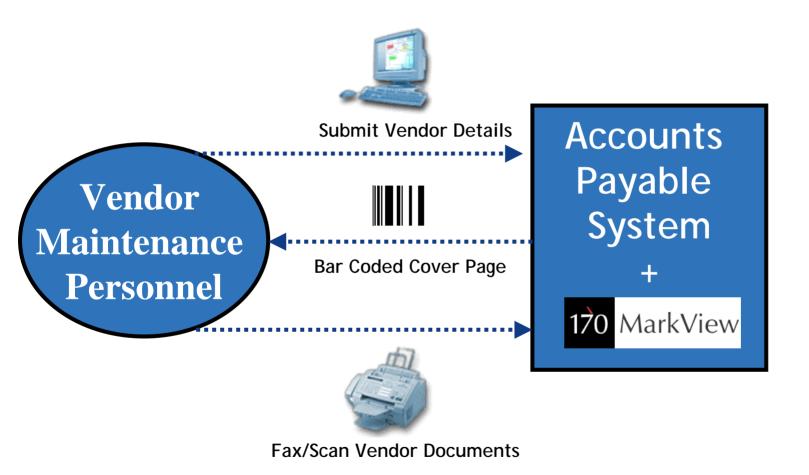
Workflow can enforce the following checks:

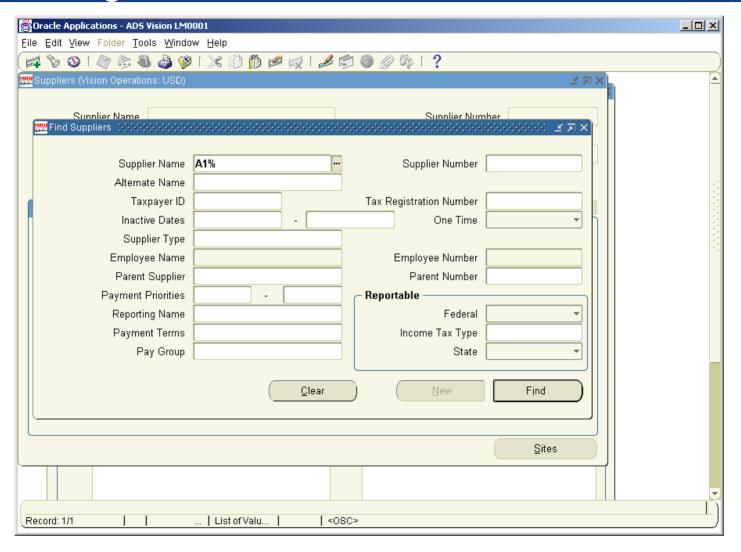
- REMIT TO address <u>matches</u> Vendor Record address
- Vendor address does not match any employee's address



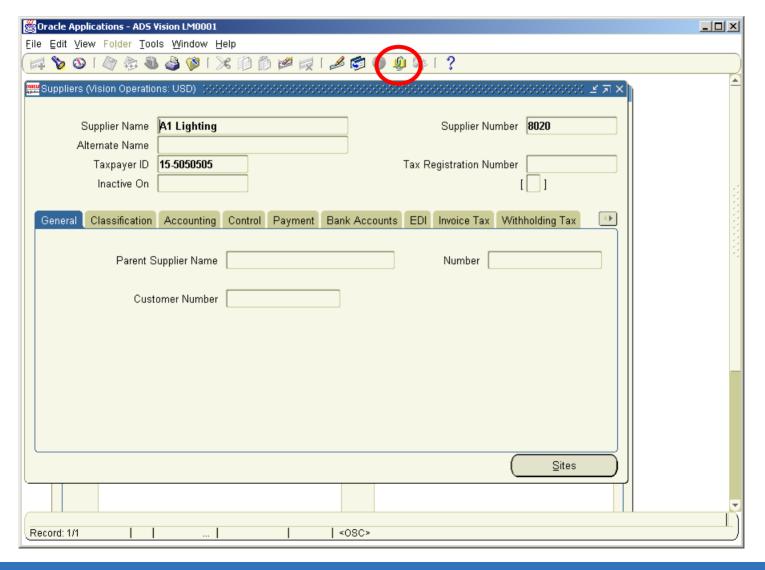


#### **Attaching Vendor Documents**

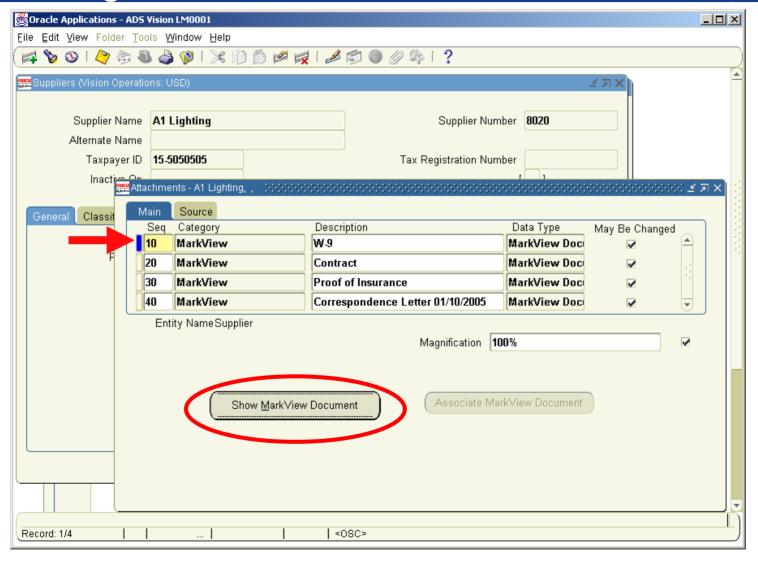


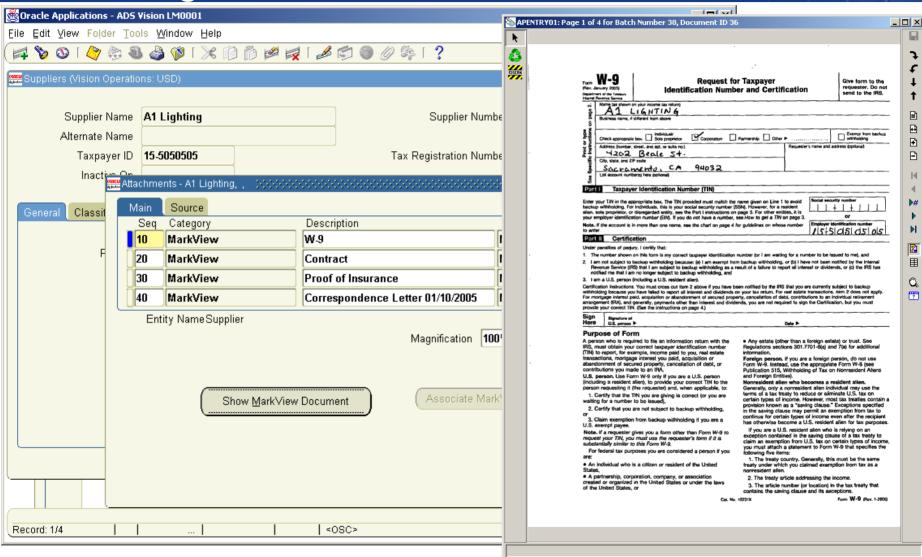












## Anti-Fraud Benefits of Complete Online Vendor Documentation



- Comprehensive audit trail
  - Complete online documentation support for all entries and changes promotes a complete audit trail
  - Notes can be recorded directly on the document
- Less costly internal/external audits
- Streamlined review of vendor summary data
- More efficient create/merge/purge process



## Severe Risks of Poor Vendor Controls



- Fraud
- Non-compliance with laws & regulations
- Duplicate payments
- Second-rate purchasing decisions
- Poor Cash Management
- Fallout of internal control weakness disclosures
  - Share prices fall
  - Credit rating downgrades
  - Shareholder lawsuits
  - CFO is fired or resigns
  - Increased Audit Fees





#### Now What To Do? - 4 Choices

- 1. Personalized Demo and Discussion
- 2. ROI Analysis
- 3. PeopleSoft Solution Specialist Forum
  - Next Forum: Wednesday, March 23<sup>rd</sup>
  - 11:00 am (EST) / 8:00 am (PST) / 4:00 pm (GMT)
  - Featured 170 Systems' Speakers:
    - Nord Samuelson, VP of Solution Marketing
    - Rakesh Shukla, Co-Founder
- 4. Do nothing and hope

Inquire at forum@170systems.com





### Please join our Upcoming Webcast

- Mitigate Procure-to-AP Fraud Risk:
   4 Liable Control Deficiencies
  - Wednesday, April 20<sup>th</sup>
  - 11:00 am (EDT) / 8:00 am (PDT) / 4:00 pm (GMT)
  - Featured Speaker: Rich Puccio, Audit Partner, PricewaterhouseCoopers





#### **Upcoming Events**

- New England Oracle Applications User Group March 21, 2005 Worcester, MA
- California State University Financial Officers Association April 3-5, 2005
   San Jose, CA
- PeopleSoft Southern New England User Group April 8, 2005
   Mashantucket, CT
- Southwest Oracle Applications User Group April 22, 2005 Los Angeles, CA
- International Accounts Payable Professionals April 25-28, 2005
   San Diego, CA





#### Q & A

- For more information, please visit http://www.170systems.com/
- Or e-mail us at info@170Systems.com
- Or call 800-788-6170 +1-781-743-1900



#### For More Information

- Contact 170 Systems at 1.800.788.6170 or 781.743.1900, in Europe at +44 (0)208 323 8016, or email info@170systems.com
- View Webcast archives at <u>http://www.170systems.com/about/webcasts\_archive.</u> <u>cfm</u>
- Visit 170 Systems at <u>www.170systems.com</u> and RECAP at <u>www.recapinc.com</u>





#### Today's Presenters

- Rakesh Shukla170 Systems, Inc.rshukla@170systems.com
- Jon Casher RECAP Inc. jcasher@recapinc.com

